Problem Management
Business Process Requirements

Prepared for:

Fermi National Laboratory

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GENERAL

Description	This document establishes the Problem Management (PM) Business Requirements
Purpose	This procedure provides the necessary steps and details for the Service Manager Consultant to acquire and determine the business requirements for a customer seeking to implement Problem Management
Applicable to	*ISO20000 Implementation Project*
Supersedes	*N/A*

Document Owner	*Problem Manager*	**Owner Org**	*Computing Division*
		Revision Date	*06-12-2009*

VERSION HISTORY

Version	Date	Author(s)	Change Summary
1.0	06/12/2009	Gerald Guglielmo, Problem Coordinators, David Whitten – Plexent LLP	Initial document creation

BUSINESS PROCESS REQUIREMENTS

Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + object. The preferred format is the MoSCoW ranking system for determining the process requirements for the customer.

MoSCoW Ranking [Key = M, S, C, W]
M: Must have for launch (Critical).
S: Should have but not critical for launch, (but critical for roll out or some part of it is).
C: Could have.
W: Won't have (yet).

How to use this form: Review the current processes and map the current processes to the seven steps within this document. Once mapped, determine which items must be included in the new process (M), which ones should be included (S), determine if the process could have the item (C) and determine if there are items that they currently perform that won't be in the new process (W).

PROBLEM MANAGEMENT BUSINESS PROCESS REQUIREMENTS

Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
PM - 1.0	**Proactive Problem Management**	**Problem Manager**		
PM - 1.1	Analysis of Incident and Problem Data		**M**	**1**
PM - 1.2	Produce Trending and Analysis Reports		**M**	**1**
PM - 1.3	Determine if Issues Should be Advanced		**M**	**1**
PM - 2.0	**Problem Detection and Logging**	**Problem Manager**		
PM - 2.1	Recording of all identified problems		M	1
PM - 2.2	Procedures to identify Problems		M	1
PM - 2.3	Ability to create problems from existing incidents without using trending analysis such as one off major incidents		M	1
PM - 2.4	Ability to perform trending analysis on existing incidents for the purpose of identifying problems		M	1
PM - 2.5	Ability to create a problem ticket from within a Incident Ticket		M	1
PM - 2.6	Only a defined set of personnel (which include the Problem Manager and Problem Coordinators) can create Problem records		M	1

PROBLEM MANAGEMENT BUSINESS PROCESS REQUIREMENTS

Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
PM - 2.7	All Remedy users should have the Problem Submitter Role		W	5
PM - 2.8	All Remedy users should have Problem Viewer role		M	1
PM - 2.9	All Problem Coordinators need to have the Problem Manager functional role		M	1
PM - 2.10	Only Remedy users can "own" a Problem Ticket, any vendor issues will be managed by CD personnel.		M	1
PM - 3.0	**Problem Classification**	**Problem Manager**		
PM - 3.1	Correspond to existing classifications with the other processes		M	1
PM - 3.2	Ability to prioritize Problems		M	1
PM - 4.0	**Problem Investigation and Diagnosis**	**Problem Manager**		
PM - 4.1	Interaction with Incident Management		M	1
PM - 4.2	Problem analysis to identify the root cause, workarounds, and potential solutions		M	1
PM - 4.3	Problem Manager & Coordinator can assign the analysis team		M	1

PROBLEM MANAGEMENT BUSINESS PROCESS REQUIREMENTS

Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
PM – 4.4	Access to OLA's & SLA's for review		C	1
PM - 4.5	Ability to document workarounds and Root Causes		M	1
PM - 4.6	Access to Known Error database		M	1
PM - 4.7	Ability to document recommended resolution actions		M	1
PM - 5.0	**Error Assessment**	**Problem Manager**		
PM - 5.1	Interact with Incident Management		M	1
PM - 5.2	Identify and store errors		M	1
PM - 5.3	Ability to match Known Errors		M	1
PM - 5.4	Ability to create Known Errors		M	1
PM - 5.5	Ability to associate new Known Errors with existing Known Errors		M	1
PM - 5.6	Ability to document and present resolution options		M	1
PM - 5.7	Work around identified, provided to Incident Management and stored and maintained		M	1

PROBLEM MANAGEMENT BUSINESS PROCESS REQUIREMENTS

Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
PM - 5.8	Interaction with Change Management		W	1
PM - 6.0	**Problem Closure**	**Problem Manager**		
PM - 6.1	Interact with existing and future Change Management processes and procedures		M	1
PM - 6.2	Provide a means of validating that the corrective action has been taken either because the service is no longer used or the known error is no longer applicable.		M	1
PM - 6.3	All Incident or problem ticket assignees can propose a solution, but only the Problem Manager or Problem Coordinator can enable the solution		M	1
PM - 7.0	**Continuous Improvement**			
PM - 7.1	Improvement plans recorded and actionable		M	1
PM - 7.2	Must interact with the Service Level Management Continuous Improvement Process		M	1

PROBLEM MANAGEMENT PROCESS & BMC TOOL RATIONALIZATION				
Item #	Configuration	Customization	Administration	Process
PM - 1.1				✔
PM - 1.2				✔
PM - 1.3				✔
PM - 2.2				✔
PM - 2.3				✔
PM - 2.4				✔
PM - 2.5				✔
PM - 2.6			✔	✔
PM - 2.7			✔	✔
PM - 2.8			✔	✔
PM - 2.9			✔	✔
PM - 2.10				✔

PROBLEM MANAGEMENT PROCESS & BMC TOOL RATIONALIZATION				
Item #	Configuration	Customization	Administration	Process
PM - 3.1	✓			✓
PM - 3.2				✓
PM - 4.1				✓
PM - 4.2				✓
PM - 4.3			✓	✓
PM - 4.4				✓
PM - 4.5	✓			✓
PM - 4.6				✓
PM - 4.7				✓
				✓
PM - 5.1				✓
PM - 5.2				✓
PM - 5.3				✓
PM - 5.4				✓

PROBLEM MANAGEMENT PROCESS & BMC TOOL RATIONALIZATION				
Item #	Configuration	Customization	Administration	Process
PM - 5.5				✔
PM - 5.6				✔
PM - 5.7				✔
PM - 5.8				✔
PM - 6.1				✔
PM - 6.2				✔
PM - 6.3				✔
PM - 6.4				✔
PM - 7.1				✔
PM - 7.2				✔